

RHA Furniture Ltd.

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Standard Terms and Conditions

RHA Furniture Ltd guarantees the structural performance of its furniture for two years from the date of purchase, under normal conditions of use for which it was intended.

Terms of payment are: 50% deposit to start processing the order and the remaining 50% to be cleared funds received before delivery, unless credit terms are agreed with the purchaser (subject to credit approval).

All goods remain the property of RHA Furniture Ltd until paid for in full by the purchaser.

Delivery lead times stated will be given in good faith, usually 6 to 8 weeks at the time of purchase, and will take effect from the receipt of the deposit. The delivery times might change subject to orders being altered, fabrics out of stock, non-availability of materials, or other circumstances that were not foreseeable at the time of purchase. Please note that most factories require 5 working weeks for the receipt of the fabric in their factory. We cannot be held responsible for clients' costs incurred if goods are late due to circumstances beyond our control.

Should the agreed delivery date be extended by the client by more than 1 week, then RHA reserves the right to charge for storage for extra warehousing and insurance.

Installation is for ground floor only unless agreed with RHA Furniture Ltd in writing. An extra delivery charge will be applied for first-floor delivery or above and for deliveries outside normal working hours, Monday to Friday between 9 am - 5 pm. It should be the designer's and client's responsibility to warn RHA about any potential access problems and to measure the site prior to ordering for access to the furniture.

No cancellation, alteration, or suspension of the contract by the purchaser shall be valid unless agreed with RHA Furniture Ltd in writing within three working days after an order is placed; such agreement may only be given with adequate compensation for expenses incurred in connection with the contract. Fabric or leather is non-refundable and can be returned to the client if unused.

Purchasers are responsible for the COM fabrics provided for orders, which must be fit for purpose and comply with UK FIRA regulations (Crib 5). A large sample should be sent to RHA for testing before purchasing. On orders where leather is used for the upholstery, please be aware that leather is a natural material and will crease and 'puddle' with use.

All drawings, specifications, descriptive literature, and wooden samples issued by RHA Furniture Ltd are intended to give a basic indication only of the product or finish and as such shall not form part of a contract. Natural wood & veneers nearly always differ in shade, grain, etc., due to the action of light and air. Possible differences between the sample and the final product shall not be considered as defects.

In the event of any consignment not being accepted at the agreed date and destination, RHA Furniture Ltd will be entitled to claim and recover all resulting additional transport and storage costs.

Any claims of damage or shortage must be advised in writing within 3 working days of delivery to be considered by RHA Furniture Ltd.

RHA Furniture Ltd reserves the right to revise these terms and conditions without prior notice.